Daily News, Wednesday, January 14, 1970

9 to 4:30

# Cafeteria operators get ultimatum

### By JOHN CRAMER

The non-profit Government Services, Inc. (GSI), which operates a lot of Federal building cafeterias here, has accepted the ultimatum of General Services Administration (GSA) to shape up — or give up.

Back in early December, GSA Administrator Robert L. Kunzig gave GSI 30 days in which to agree to revitalize its organization to provide better service to the 132,000 Federal employes it serves in 32 GSA-controlled government buildings.

Beyond that, he gave GSI an additional 90 days to PROVE it can shape up. Otherwise, he said, its contracts would be terminated — and turned over to private concessionaires.

GSA now says that GSI has agreed to accept the first part of the ultimatum . . . still is on probation as to the second.

### DEMANDS LISTED

In general, and I repeat from an earlier piece quoting GSA demands, GSI has agreed to:

"• Realign GSI's top management, with a single, professionally qualified top official, approved by GSA, who would have complete authority and responsibilty for operations and financial management. The official must bring in new, young blood, appropriately trained, to revitalize the management and operation of GSI.

"• Develop an operating budget, cost control and cost analysis system, all lacking under the present set-up . . .

"• Develop a plan to make executive dining rooms self-supporting as a group.

"• Acquire labor-saving equipment and set aside a percentage of income for equipment replacement . . . Present equipment is obsolete and in various states of disrepair with no provision for replacement.

"• Develop a program to attack the high rate of personnel turnover and unauthorized absenteeism in the cafeterias. Incorporate an incentive program at the cafeteria level and an effective employe relations program. Re-

teered to bring in a restaurant management consulting firm for guidance.

GSA apparently considers these initial assurances satisfactory. For its part, it says it intends to do much, as rapidly as funds permit, about the physical appearance of many Federal cafeterias — floors, walls, ceilings, lighting, etc.

It has given 10 cafeterias

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